* YOU MUST SUBSCRIBE TO A CALLER DISPLAY AND CALL WAITING SERVICE BEFORE YOUR DIVERSE 5110 WIL DISPLAY THIS INFORMATION. A QUARTERLY FEE IS PAYABLE.

User Guide

BT DIVERSE 5110

SIEMENS

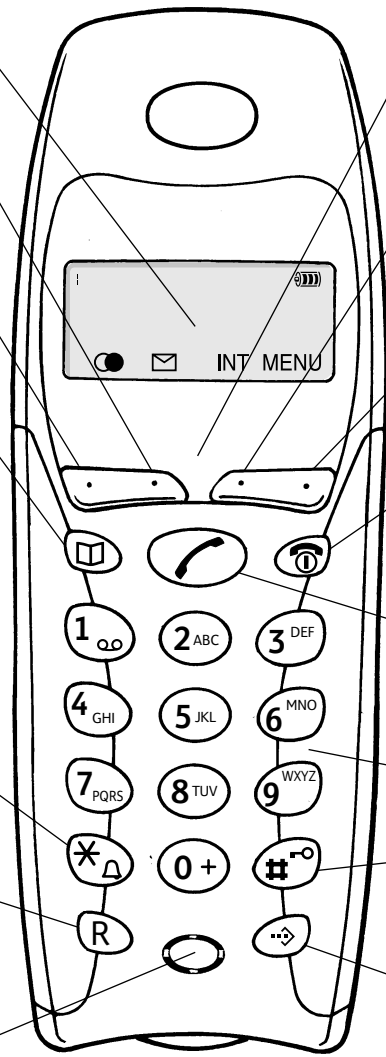
digitally enhanced

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to analogue public switched telephone networks and private switchboards in the UK.

Please open this page for an 'At a glance' guide to your BT Diverse 5110.

At a glance



Display

Displays the status of your handset.

Right hand side

Takes you into the calls list.

Left hand side

Takes you into the redial list.

Directory

Used to store and dial numbers in the directory.

Star/Bell

Switches the handset ringer on and off.

R

For use with switchboards and certain Network Services.

Microphone

Option buttons

Lets you select from the menu options shown on the display.

Left hand side

To access list of internal handsets registered to the base.

Right hand side

Takes you into the menu options.

Red phone

To end a call, return to idle and turn the power off and on.

Green phone

For making and answering calls.

Keypad

Hash/Keyguard

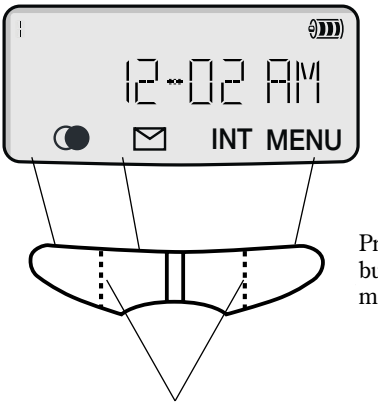
Switches the keypad guard on and off.

Extra Directory

Used to store 10 additional names and numbers.

Handset display

When in **IDLE SCREEN** mode, and the clock has been set.



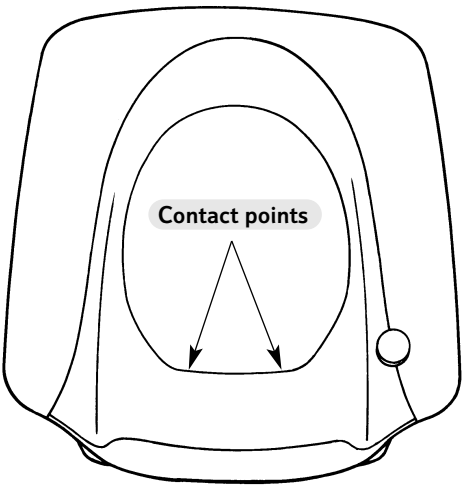
Press the left side of the button for ↑ and right side of the button for ↓ when going through the menu options.

Press the right side of the button to confirm (OK) menu selection.

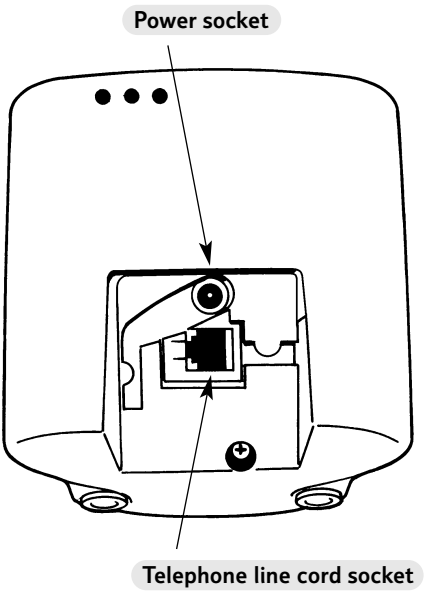
Display option buttons

The **OPTION** buttons allow you to select options within each menu that are shown on the display.

Base



Base underside



In this guide

At a glance 1

Menu structure 4

Quick guide 6

Quick guide to handset display icons 7

Introduction 8
- Unpacking your BT Diverse 5110 8
- For your records 8

Safety information 9

Setting up 10
- Registering and charging the handset 10

Using the telephone 15
- Making and ending calls 15
- Call timer 16
- Name and number directory 16
- Extra directory 18
- Redial 19
- Secrecy 20
- Paging and Internal calls 20

Caller Display and other BT Calling Features 23
- Caller Display 23
- Calls list 23
- Call Waiting 26
- Call Divert 27
- Withhold number 27
- Ring Back 28
- Voice Mail 28

Handset settings 30
- Keyguard 32

Base station settings 33
- Base Station PIN (Personal Identification Number) 33

Using additional handsets and bases 35
- Registering additional handsets 35

Help 38

General information 39
- Guarantee 39
- Technical information 40
- Switchboard compatibility 40
- Setting pauses 42

Index 43

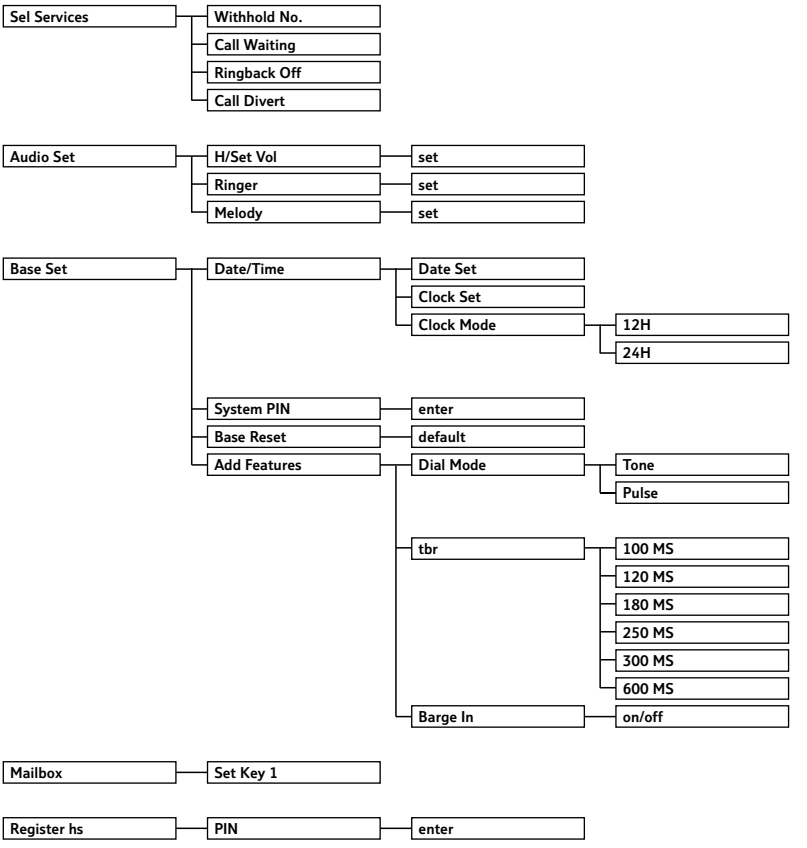
Helpline

If you experience any difficulties with your BT Diverse 5110, please call the BT Diverse Helpline on **08457 908 070**.

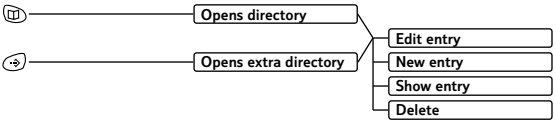
Hints and tips boxes

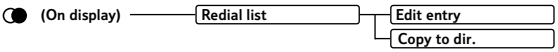
In this user guide, we've included helpful tips and important notes. They are shown in boxes like this.

Menu Structure



Menu structure for directory, redial list, extra directory





IMPORTANT

If you make a mistake, you can return to the previous menu by pressing the **RED PHONE** *button. If you keep pressing the* **RED PHONE** *button you will return to the idle screen.*

Quick guide

Commonly used handset functions and settings

		Page no.
Switch handset on/off	Hold down	15
Switch keyguard on/off	Hold down	32
Switch handset ringer on/off	Hold down	30
Make an external call		15
To end a call		15
Redial a number	Select one of last 5 numbers	19
To store a name and number in the directory	MENU NEW ENTRY OK Enter number OK Enter name OK SAVED	16
Dial from the directory		17
Dial from the Calls list	CALLS OK	24
Handset earpiece volume	MENU AUDIO SET OK H/SET VOL OK OK SAVED	31
Make internal call	INT Call all or	20
Transfer call to handset	INT Handset no. (e.g. 2)	21
Set date	MENU BASE SET OK DATE/TIME OK DATE SET OK Enter the date OK	13
Set time	MENU BASE SET OK DATE/TIME OK CLOCK SET OK Enter time OK AM/PM OK	13

BT Diverse Helpline – 08457 908 070

Quick guide to handset display icons

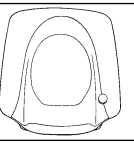
	Redial, lists up to the last 5 dialled number.
	Flashes to indicate new messages.
INT	For calling other handsets.
MENU	Opens the menu.
	Shows the status of the handset battery.
	Scroll through the menu.
OK	Confirms the function displayed.
	Scroll left and right when entering numbers or messages.
	Deletes numbers/characters (from left to right).
	Do not disturb/Ringer off.
	Handset locked.
eg.	Shows the number of the handset and is displayed in top left hand corner.

Introduction

Unpacking your BT Diverse 5110

If anything is missing, please contact your place of purchase immediately.

One BT Diverse 5110 base station



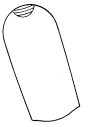
One BT Diverse 5100 handset

One power supply for the base station

One telephone line cord

Two AAA rechargeable batteries

Battery compartment cover



For your records

Date of purchase:
Place of purchase:

For guarantee purposes proof of purchase is required so please keep your receipt.

Enter your base station PIN code here:

For more information on your base PIN codes *see page 33*.

BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:

WithandWithoutWires.com

Safety information

General

Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone. Power supply number is M-GA35-095130F.

For the handset use only nickel-metal hydride (NiMH) AAA rechargeable batteries. Never use other batteries or conventional alkaline batteries. They could lead to a short circuit or destroy the battery casing. The batteries should have a power rating of at least 700mAh 1.2V. Batteries and accessories are available from **withandwithoutwires.com** or call **0870 240 5522**.

If the Keyguard is switched on, it is NOT possible to make calls, including emergency numbers (**999**/**112**).

Do not open the base station or handset (other than to change batteries). This could expose you to high voltages or other risks.

Radio signals transmitted between the handset and base may cause interference to hearing aids.

This product should not be used near emergency/intensive care medical equipment and should not be used by people with pacemakers.

Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

Cleaning

Simply clean the handset and base station with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

Do not expose to direct sunlight.

The product may heat up when the batteries are being recharged. This is normal. However, we recommend that you do not place the product on antique/veneered wood to avoid damage.

Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.

Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.

Do not expose your product to fire, explosive or other hazardous conditions.

There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord during an electrical storm.

Setting up

IMPORTANT

Please note that your handset is NOT registered to the base station. The BT Diverse 5100 handset will be easily registered once you complete the steps 1 to 3 below.

Plan the location

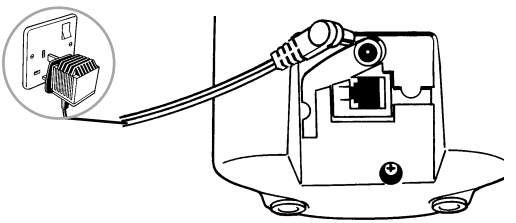
Situate your product close enough to the telephone and mains power sockets so that the cables will reach.

Make sure it is at least 1 metre away from other electrical products to avoid interference.

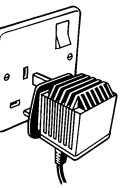
Do not situate the product in the bathroom or other humid areas.

1 Connect the base station

Plug the power supply cable into the power socket on the underside of your base.



2 Plug the power supply unit into the wall socket



WARNING

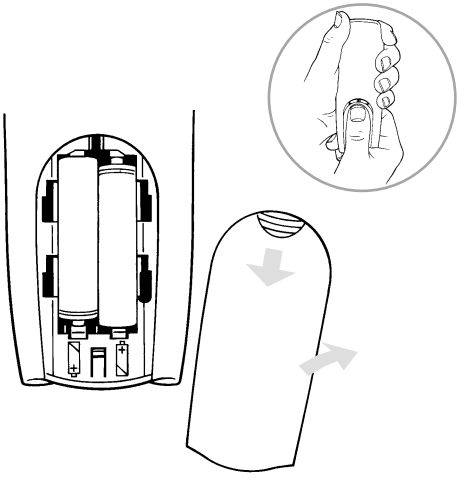
Do not connect the telephone line cord to the phone socket until your handset is fully charged. This will prevent the risk of the phone being answered before the battery is charged. Answering the phone before the battery is fully charged may prevent it from reaching its optimum capacity.

3 Registering and charging the handset

The display is protected by a plastic film. You can remove this protective plastic film from the display.

Insert the batteries

Insert the two batteries supplied, as indicated inside the battery compartment and slide the battery compartment cover shut.



The battery cover may be found in the packaging with the batteries.

WARNING

Under no circumstances should non-rechargeable batteries be used. Using incorrect batteries will invalidate your guarantee and may damage the telephone.

To register your handset, place it in the base station with the display facing upward. After approx. one minute, the handset's internal number is displayed (e.g. 1). Successful registration is signalled by a confirmation tone.

When the handset is registered the display will show:

If the icons on the display flash continuously...

It means that the handset is not registered with the base station.

Ensure you have correctly carried out step 3 on page 10. If the product has still not registered, please see "Registering manually" on page 36.

All additional handsets you purchase will need to be individually registered with the base station before they will work with the BT Diverse 5110.

Leave the handset for approx. 16 hours in the base station to charge the batteries, as they are not charged in the factory. The battery status icon flashes on the handset to indicate that the batteries are being charged.

Battery level icons

When the batteries are almost flat a beep sounds and the display shows the empty battery icon. You will need to recharge your handset before you can use it. The various states of charge are shown below:

Batteries fully charged

Batteries at 66%

Batteries at 33%

Batteries empty

Out of range?

The range for the BT Diverse 5110 is 300 metres outdoors and 50 metres indoors.
If you go out of range of a base station for a long time while your handset is switched ON, it may take more than 20 minutes to 'find' the base station again when you come back within range. However, by simply switching the handset OFF for a moment, then ON again, it will find the base station within a few seconds.

Battery performance

Batteries and case may become warm during charging. This is normal.

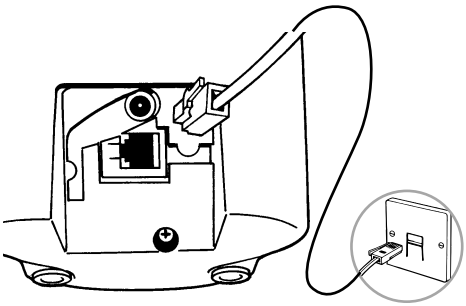
Under ideal conditions, the handset batteries should give about 13 hours talktime or 170 hours standby time on a single charge. However, new NiMH batteries do not reach their full capacity until they have been in normal use for several days.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset. Eventually they will need to be replaced. New batteries are available from www.withandwithoutwires.com or call 0870 240 5522.

If you replace the handset batteries with ones that have been fully charged, the battery indicator will not show full until the next charge cycle has been completed. Charge the handset until the batteries register full again. From then on the display will be correct.

4 Connect the telephone line cord to the base and plug into the wall socket

Ensure that each end of the line cord is fitted into the correct socket.



Setting the date and time

MENU	Press the **MENU** options button.
⬇	Press the **DOWN** button until the display shows BASE SET.
OK	Press the **OK** button. The display will show DATE/TIME.
OK	Press the **OK** button. The display will show DATE SET.
OK	Press the **OK** button.
⌨	Use the keypad to enter the date (DD/MM/YY).
OK	Press the **OK** button.
⬇	Press the **DOWN** button until the display shows CLOCK SET.
OK	Press the **OK** button.
⌨	Use the keypad to enter the time in 12-hour clock format (HH/MM).
OK	After entering the time in the 12-hour clock format, press the **OK** button.
⬇	Press the **DOWN** button to choose AM or PM.
OK	Press the **OK** button.
☎	Press the **RED PHONE** button until you return to the idle screen.

Note

If you subscribe to a Caller Display Service the time and date will be set with the first incoming call. However, the year setting will have to be changed manually, see page 13.

To set the time mode (12 or 24-hour clock)

The handset's default setting is 12-hour clock. To change the clock to the 24-hour setting:

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows BASE SET.

Press the **DOWN** button until the display shows DATE/TIME.

OK Press the **OK** button.

Press the **DOWN** button until the display shows CLOCK MODE.

OK Press the **OK** button.

Press the **DOWN** button to switch between 24 H and 12 H settings.

OK Press the **OK** button to confirm the setting you want.

Press the **RED PHONE** button until you reach the idle screen.

Using the telephone

Your BT Diverse 5110 has a menu driven display. The **OPTION** buttons below the display allow you to select options within each menu and make adjustments to their settings. When the phone is in idle mode, press the **MENU** button to enter the main menu. During a call, if you press the **MENU** button it will open the menu for that particular situation.

Note

To quit a menu at any time, press the **RED PHONE** *button. This will take you back one step. Keep pressing the* **RED PHONE** *button to get back to the idle screen.*

To switch the handset power on and off

Press and hold the **RED PHONE** button to switch the handset off.

Press and hold the **RED PHONE** button to switch the handset on again.

Making and ending calls

To make an external call

Ensure the handset is switched ON.

Press the **GREEN PHONE** button. You will hear the dial tone.

Dial the number.

Preparatory dialling

Enter the phone number first. If you make a mistake press the **DELETE** button to remove any incorrect digits.

Press the **GREEN PHONE** button to dial the number.

To end a call

Press the **RED PHONE** button.

Call timer

Your handset automatically times the duration of all external calls, showing it on the display during your call and for a few seconds after it is finished.

To receive an external call

Press the **GREEN PHONE** button to answer the call.

Or

If the handset is on the base, simply lift it up and speak. You do not need to press the **GREEN PHONE** button.

This is called auto-talk. You can switch autotalk off so you always have to press the **GREEN PHONE** button to answer a call, *see page 31.*

Name and number directory

You can store up to 20 of your most frequently used names (up to 12 letters) and numbers (up to 22 digits long).

To store a name and number in the directory

Press the **DIRECTORY** button.

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows NEW ENTRY.

OK Press **OK** to confirm.

Enter the telephone number you want to store.

OK Press **OK** to confirm.

Entering names

Enter the name using the letters on the keypad. (See 'Character map' on the following page for how to enter special characters). For example, to enter the name TOM:

8 TUV Press the **8** button until T appears on the display.

6 MNO Press the **6** button until the display shows O.

6 MNO Then press **6** until the display shows M.

OK Press **OK** to confirm. The display will show SAVED and TOM.

Press the **GREEN PHONE** button to dial the number.

Or

Press the **RED PHONE** button until you reach the idle screen.

Character map

As well as the standard letters and numbers you can include special characters in the directory entry.

Press	1	0	*	#
1st press	Space	+	*	⌐
2nd press	1	0	/	
3rd press		-	(	
4th press			)	
5th press		?	,	
6th press		—		

To dial a number from the directory

Press the **DIRECTORY** button.

A B C If you wish, you can use the keypad to enter the first letter of the name, for example to find TOM, press the **8** button.

Press the **DOWN** button to scroll to the entry you want.

Press the **GREEN PHONE** button to dial the number.

To edit a directory entry

Press the **DIRECTORY** button.

A B C Use the keypad to enter the first letter of the name you wish to edit.

MENU When the name you wish to edit is displayed, press the **MENU** options button. Press the **DOWN** button until SHOW ENTRY is displayed.

OK Press the **OK** button.

Edit the number.

OK Press the **OK** button. <NAME> is displayed.

OK If the name is correct, press the **OK** button.

Or

If you wish to edit the name, enter a new name now.

OK Press the **OK** button. The display will show SAVED.

You can either press the **GREEN PHONE** button to dial the number or the **RED PHONE** button until you reach the idle screen.

USING

To delete an entry from the directory

Press the **DIRECTORY** button.

A B C Use the keypad to enter the first letter of the name.

Or

Use the **DOWN** button to find the entry you want.

MENU Press the **MENU** options button.

Press the **DOWN** button to display DELETE.

OK Press the **OK** button to confirm. The number is deleted.

Press the **RED PHONE** button until you reach the idle screen.

Note

To cancel any procedure, press the **RED PHONE** *button until the display returns to the idle screen.*

To delete all entries from the directory

Press the **DIRECTORY** button.

MENU Press the **MENU** options button.

Press the **6** button, DELETE? is displayed.

OK Press the **OK** button to confirm. All directory numbers are deleted.

Press the **RED PHONE** button until you reach the idle screen.

Extra directory

This is an additional directory where you are able to store up to 10 names and numbers.

To store names and numbers in the Extra directory

Press the **EXTRA DIRECTORY** button.

MENU Press the **MENU** button.

The structure for this directory menu is the same as the main name and number directory.

You can follow the instructions starting on page 16 for storing, dialling, editing and deleting numbers in this directory.

Note

This Extra directory does not 'name and number match' when used with Caller Display.

Redial

Your handset automatically saves the last five telephone numbers dialled into a redial list.

To dial a number in the redial list

Press the **REDIAL** options button. The last number dialled will be displayed.

Press the **DOWN** button to scroll through the redial list.

Press the **GREEN PHONE** button to dial the number.

To copy numbers shown in the redial list to the directory

Press the **REDIAL** options button.

Press the **DOWN** button until the number you want is displayed.

MENU Press the **MENU** button.

Press the **DOWN** button until the display shows COPY TO DIR.

OK Press the **OK** button. The number is shown on the display.

OK Press **OK** to confirm. NAME is displayed.

Enter the name to the number you want to copy into the directory.

OK Press **OK** to confirm.

The display will show SAVED and the name of the entry.

You can dial this number by pressing the **GREEN PHONE** button or return to the idle screen by pressing the **RED PHONE** button.

To delete the redial list

Press the **REDIAL** options button.

MENU Press the **MENU** options button. Display shows EDIT ENTRY.

Press the **6** button. Display shows DELETE?

OK Press **OK** to confirm deletion of the list. You hear a confirmation tone.

Press the **RED PHONE** button until you reach the idle screen.

Note

To cancel any procedure, press the **RED PHONE** *button until the display returns to the idle screen.*

Secrecy

When on a call you can talk to someone in the same room, without your caller hearing.

To switch secrecy on/off

During a call:

INT Press the **INT** options button.

The call is put on hold and your caller will hear music.

To resume the call:

MENU Press the **MENU** options button. Display shows `GO BACK`.

OK Press **OK** to confirm. You can now speak to your caller again.

Paging and internal calls

You can alert handset users that they are wanted, or locate a missing handset.

If you have multiple handsets registered to the base you can make internal calls between handsets.

INT Press the **INT** button.

Use the **DOWN ARROW** on the options button to find the handset number you want to page or call.

Press the **GREEN PHONE** button to call the handset.

If you want to page all the handsets registered to the base, highlight `CALL ALL` on the display and press the **GREEN PHONE** button.

You can also page all handsets by pressing the **PAGE** button on the base station

To transfer an external call between handsets

You can transfer an external call to another handset registered to the base.

INT Press the **INT** options button.

Enter the number of the handset to which you wish to transfer the call, or scroll to find using the **UP** or **DOWN** option buttons. When the other handset answers you can tell them you are transferring the call and press the **RED PHONE** button. The call is transferred and the original handset shows LINE IN USE on the display.

To return to an external call if the internal call is not transferred

To speak to your external caller again:

MENU Press the **MENU** options button. Display shows GO BACK.

OK Press the **OK** options button.

To switch 3-way conversation function on/off

You can allow your BT Diverse 5110 to hold 3-way calls between handsets.

MENU Press the **MENU** options button.

Press the **DOWN** options button until the display shows BASE SET.

OK Press the **OK** options button.

Press the **DOWN** options button until the display shows ADD FEATURES.

OK Press the **OK** options button.

Press the **DOWN** options button until the display shows BARGE IN.

OK Press the **OK** options button to switch the function on.

SAVED is displayed BARGE IN is then displayed with a tick next to it.

OK Press the **OK** options button again to switch off, tick is deleted.

Press the **RED PHONE** button until you reach the idle screen.

To hold a 3-way conversation

You can talk to one external caller and another internal caller at the same time on your BT Diverse 5110 handset.

While another handset user is talking to an external caller the display shows LINE IN USE.

Press the **GREEN PHONE** button to join the conversation. Display shows LISTENING IN.

A tone is heard by all three parties when one party enters or leaves the call.

Press the **RED PHONE** button to end your call.

Caller Display and other BT Calling Features

IMPORTANT

To use Caller Display and Call Waiting you must first subscribe to the Services from your Network Provider. For more information on BT's Calling Features call BT free on **0800 800 150**.

If you subscribe to a Caller Display Service you can see who is calling you on your handset display, as well as the date and time of their call (unless the number has been withheld).

If you have stored a name to go with the number in your handset directory, the name will be displayed instead.

Please ensure that you have stored the full telephone number, including the area code, otherwise the name will not match the number stored in the directory.

If the caller has withheld their number, the display will show WITHHELD.

If you call from another handset, the display shows the handset number and INT.

Note

If you have a new call in your Calls list, the ✉ icon will flash.

Note

Calls that are 'withheld', 'unavailable' or 'international' are not stored in the Calls list, as there is no telephone number sent via the network.

Calls list

The Calls list contains the telephone numbers of your last 10 callers.

Whether you take a call or not, the caller's details are stored in the Calls list. You can display, scroll through and dial numbers in the list and copy them into the directory.

If a call is received when the Calls list is full then the oldest entry will be deleted automatically.

To view the Calls list

Press the **ENVELOPE** options button. A flashing envelope indicates new calls. New calls are displayed immediately.

If there are no new entries, continue to open the Calls list.

The display will show the type of calls you have received in your Calls list, e.g. `CALLS 02/06` means you have received 2 new calls and have 6 old calls.

OK Press the **OK** button to display the most recent number to call you.

Press the **UP** and **DOWN** buttons to scroll backwards and forwards through the Calls list.

When you have found the entry you want, you have the options to:

Call a number from the Calls list:

When the number you wish to call is displayed, press the **GREEN PHONE** button. The number will be dialled automatically.

Display the time of the call:

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight `TIME`.

OK Press the **OK** options button. The date and time of the call are displayed.

To return to the beginning of the calls list, press the **RED PHONE** button repeatedly until it is displayed.

Display the status of the call:

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight `STATUS`.

OK Press the **OK** button.

`NEW` = New call.

`OLD` = Previously viewed.

Press the **RED PHONE** button until you reach the idle screen.

Remember

If you have missed a call the *icon will flash on the display.*

Store a number from the Calls list into the directory:

When the number you want to store is displayed:

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight COPY TO DIR.

OK Press the **OK** button. The number is displayed.

OK Press the **OK** button again.

Enter a name, *see page 16* for instructions.

OK Press the **OK** button.

The display shows SAVED. You can either copy another entry from the Calls list or press the **RED PHONE** button until you reach the idle screen.

Delete a number from the Calls list.

When the number you want to delete is displayed.

MENU Press the **MENU** options button.

DELETE is displayed.

OK Press the **OK** button to confirm. The display shows DELETED.

Delete the whole Calls list:

When any number is displayed,

MENU press the **MENU** options button.

Press the **DOWN** button to highlight DELETE LIST.

OK Press the **OK** button. The display shows NO CALLS.

Press the **RED PHONE** button until you reach the idle screen.

Call Waiting

If you also subscribe to a Call Waiting Service, when you are on a call and another person tries to call you, the second caller's number will appear on the handset display and you will hear an intermittent beep through the handset. This is to alert you to the other caller waiting to speak to you.

To accept a waiting call

During a call when you hear the Call Waiting beeps:

The number (or name if stored in the directory) of the second caller will flash on the display.

MENU Press the **MENU** options button. Display shows ACCEPT.

OK Press the **OK** options button. Your current call is put on hold and you are connected to the second caller.

Ⓡ Press the **RECALL** button to toggle between callers.

To switch Call Waiting on/off

You can choose whether to have your Call Waiting service switched on or off depending on what you are doing i.e. if you are using the Internet via your PC and do not want Call Waiting to interrupt you.

MENU Press the **MENU** options button, SEL SERVICES is displayed.

OK Press the **OK** options button.

⬇ Press the **DOWN** until the display shows CALL WAITING.

OK Press the **OK** options button.

⬆⬇ Use the **UP** or **DOWN** button to select whether you want the service on or off.

OK Press the **OK** options button.

You will hear a Network message confirming your divert request.

Press the **RED PHONE** button until you reach the idle display.

Call Divert

You can divert all incoming calls to another number where you can be reached.

Note

Call Divert requires subscription from your Network provider. You may be charged a subscription fee.

To divert calls

MENU Press the **MENU** options button, SEL SERVICES is highlighted.

OK Press the **OK** options button.

⬇ Use the **DOWN** arrow on the options button until CALL DIVERT is highlighted.

OK Press the **OK** options button.

You now have a choice of when you want calls to be diverted:

AUTOMATIC – calls are put straight through to the number you have set.

NO ANSWER – calls are diverted if your phone is not answered.

IF BUSY – calls are forwarded if your phone is engaged.

OK Select your required option and press the **OK** options button, ON is displayed.

OK Press the **OK** options button again.

Enter the phone number where you want the calls to be diverted to.

OK Press the **OK** options button.

You will hear a Network message confirming your divert request.

Press the **RED PHONE** button until you reach the idle display.

Withhold number

Your number appears on the display of the person you call if they subscribe to a Caller Display service. You are able to withhold your telephone number from the next call you make if you wish.

To withhold your number from being sent

MENU Press the **MENU** options button, SEL SERVICES is displayed.

OK Press the **OK** options button, WITHHOLD NO is displayed.

OK Press the **OK** options button.

Enter the telephone number you want to call.

OK Press the **OK** options button, the number will be dialled but your number will not be sent to your caller.

Ring Back

If you want to make a call and the number is engaged you can set your telephone to ring you back when the caller has finished their call by pressing the **5** button. To switch this service off before your call is returned i.e. if you have to go out before your caller has returned your call.

To switch Ring Back off if set

MENU Press the **MENU** options button, SEL SERVICES is highlighted.

OK Press the **OK** options button.

Use the **DOWN** arrow on the options buttton until RINGBACK OFF is highlighted.

OK Press the **OK** options button. This will cancel your ringback call.

You will hear a Network message confirming your divert request.

Press the **RED PHONE** button until you reach the idle display.

Voice Mail

If you have a Voice Mail message service ie. Call Minder or Meridian Mail on your telephone line you can set the 1 button to access your messages directly via one button.

To set up quick access to your Voice Mail service

MENU Press the **MENU** options button.

Press the **DOWN** options button. Display shows MAILBOX.

OK Press **OK.**
Display shows SET KEY 1.

OK Press the **OK** button.

Enter the telephone number of your messaging service. For example, 1571 to access 'BT Answer' voice mail service.

OK Press **OK**.
The display shows SAVED.

Press the **RED PHONE** button until you reach the idle screen.

To set up quick access to your Voice Mail service when behind a switchboard eg. Meridian Mail.

Follow the steps on the previous page, but when you come to enter the telephone number of your messaging service, you will need to follow the example below:

Enter the access number for your messaging service, e.g. 7000.

Press *and hold* the **RECALL** button to enter a pause in the dialling sequence, P.

Enter your extension number, followed by a hash, e.g. 1234 #.

Press *and hold* the **RECALL** button to enter another pause in the dialling sequence, P.

Enter your PIN followed by a hash, e.g. 000000 #.

The entire number should look like this:

7000P1234#P000000#

Note

If you store your security PIN as part of the quick access number, anyone with access to the handset will be able to retrieve your messages.

To retrieve messages from your Voice Mail service

Press and hold down the **1** button.

When set up as opposite this will take you into your message service. If during the set up you entered your security PIN as well as the telephone number you will be taken quickly into your messages. If the security PIN was not included you will have to enter this number now.

Press the **#** button.

You will be taken into your messages.

Handset settings

To adjust the handset ringer volume

You can choose from 5 levels (**1–5**), a 'crescendo' ring that increases in volume, or you can switch the ringer off altogether (**Off**).

MENU Press the **MENU** options button.

↓ Use the **DOWN** button to highlight AUDIO SET.

OK Press the **OK** button.

↓ Press the **DOWN** button to highlight RINGER.

OK Press the **OK** button.

You hear the current volume level and the level is shown on the display.

↑↓ Press the **UP/DOWN** button to select the level you want.

OK Press the **OK** button to confirm. SAVED is displayed.

Press the **RED PHONE** button until you reach the idle screen.

Shortcut button

If you want to switch the handset ringer off quickly you can also press and hold the (✱*) button. The icon is displayed. To turn the handset ringer back on press and hold down the (*✱*) button again and the symbol will disappear.*

To adjust the handset ringer melody

There are 10 melodies to choose from (**1–10**).

MENU Press the **MENU** options button.

↓ Press the **DOWN** button to highlight AUDIO SET.

OK Press the **OK** button.

↓ Press the **DOWN** button to highlight MELODY.

OK Press the **OK** button.

You hear the current melody and its number is shown on the display.

↓ Press the **DOWN** button to select the melody you want.

OK Press the **OK** button.

Press the **RED PHONE** button until you reach the idle screen.

To adjust the earpiece volume

There are 3 volume levels to choose from and you can even adjust the volume during a call.

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight AUDIO SET.

OK Press **OK** to confirm. The display show H/SET VOL.

OK Press **OK** to confirm.

You hear the current volume and the level is displayed.

Select the required level.

OK Press **OK** to confirm. SAVED is displayed.

Press the **RED PHONE** button until you reach the idle screen.

To switch autotalk on and off

If autotalk is switched on you do not need to press the **GREEN PHONE** button to answer a call you can simply pick the handset up from the base station.

If you switch autotalk off you always have to press the **GREEN PHONE** button to answer a call.

The default setting for autotalk is on.

MENU Press the **MENU** options button.

To switch autotalk on:

9 WXYZ Press the **9** button.

1 Press the **1** button.

1 Press the **1** button again.

To switch autotalk off:

9 WXYZ Press the **9** button.

1 Press the **1** button.

0 + Press the **0** button.

To reset your handset to the original settings

MENU Press the **MENU** options button.

9 WXYZ Press the **9** button.

3 DEF Press the **3** button.
The display shows RESET?.

OK Press **OK** to confirm.

This will reset:

Earpiece volume	**1**
Ringer volume	**5**
Ringer melody	**1**
Autotalk	**ON**
Battery low beep	**ON**
Redial list	**DELETED**

This will not delete the directory or Calls list.

This will not reset:

Handset PIN

Registration to the base station.

Keyguard

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To switch keyguard on/off

Press and hold the **#** button to switch keyguard on. You hear a confirmation tone.

The keypad is now locked and you cannot dial out. You can answer calls as normal by pressing the **GREEN PHONE** button.

To switch keyguard off, press and hold the **#** button again. You hear a confirmation tone and the handset is now unlocked.

IMPORTANT

If the keyguard is active, the emergency numbers **999** *and* **112** *can NOT be dialled.*

Base station settings

Base station PIN (Personal Identification Number)

Your base station PIN has a default setting of 0000 but you may want to change this to prevent unauthorised use of your handset(s).

If you change your PIN keep a record of the new number by writing it in the space provided on page 8.

To change the base station PIN

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight BASE SET.

OK Press the **OK** button.

Press the **DOWN** button to highlight SYSTEM PIN.

OK Press the **OK** button.

Enter current PIN (original setting 0000).

OK Press the **OK** button. Display shows NEW PIN.

Enter your new 4 digit PIN.

OK Press the **OK** button. Display shows <REP PIN>.

Enter your new 4 digit PIN again.

OK Press the **OK** button to confirm. Display shows SAVED.

Press the **RED PHONE** button to return to the idle screen.

To reset your base station to its original settings

MENU Press the **MENU** options button.

Press the **DOWN** button to highlight BASE SET.

OK Press the **OK** button.

Press the **DOWN** button to highlight BASE RESET.

OK Press the **OK** button.

Enter your 4-digit PIN (original setting 0000).

OK Press the **OK** button. Display shows RESET?.

OK Press the **OK** button to confirm. RESET is displayed.

This will reset:

Dialling mode	**DTMF**
Pause after picking up line/dial-out code	**3 seconds**

It will delete the Calls list.

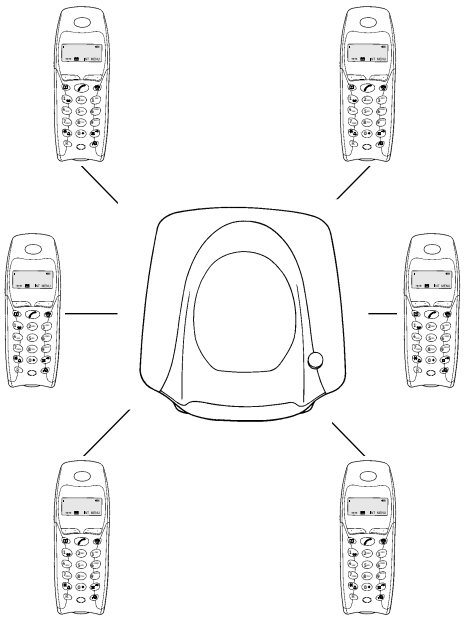
It will not reset:

The base station PIN.

Handset registration settings.

Using additional handsets and bases

Up to six handsets can be registered and operated from the BT Diverse 5110 base station. This allows you to make an internal call between two handsets while a third is making an external call.



Each handset can only be registered with one base at a time.

Registering additional handsets

If you purchase new handsets to use with your current BT Diverse 5110, they will not be pre-registered to a base station. You will need to do this before you can use them.

To register a new BT Diverse 5100 handset to a BT Diverse 5110 base station

For this method of registration your handset must be a BT Diverse 5100.

Place your handset on the base.

Ensure that the handset is switched on.

After about 1 minute, the handset's internal number will be displayed, e.g. 2.

The next available internal number (**2**–**6**) will be automatically assigned to the handset.

Note

If all internal numbers have been assigned then the internal number 6 will be re-assigned.

To manually register a BT Diverse 5100 handset to another base station

If you want to register your handset to another base station you will need to manually register it.

On the handset to be registered:

MENU Press the **MENU** options button.

Press the **DOWN** button until the display shows REGISTER HS1.

OK Press the **OK** button. Display shows PIN.

Enter your 4-digit Pin (original setting 0000).

OK Press the **OK** button. Display flashes REGISTER HS.

Following the user guide for the base station you are registering to place the base into registration mode.

To register BT Diverse 2000/ 3000/4000 series handsets and other makes

Providing your handset is GAP (Generic Access Profile) compliant, you can register it to your BT Diverse 5110 base.

Place your handset into registration mode according to the instructions in it's user guide.

When the handset is in registration mode, you will need to press the **PAGE** button located on the top of your BT Diverse 5110 base station, for approximately 3 seconds. After a short period of time the handset will be registered. The BT Diverse 5110 will allocate the next available handset number. You will hear a confirmation tone.

To de-register a handset

INT Press the **INT** options button.

Press the **UP** or **DOWN** button to select the handset to be de-registered (**1-6**).

MENU Press the **MENU** options button.

The display shows DE-REG H/SET.

OK Press the **OK** button. Display will show PIN ****.

Enter your 4-digit PIN (original setting 0000).

OK Press the **OK** button. Display shows DE-REGISTER?

OK Press the **OK** button to confirm. SAVED is displayed.

Press the **RED PHONE** button until you reach the idle screen.

Help

Problem	Possible cause	Solution
Handset not registering.	The base is not powered. There are no batteries in the handset.	Make sure that the power supply is plugged in at the base and switched on. Make sure that the rechargeable batteries (included) are fitted in the handset correctly. Switch the handset off and then back on again, place the handset on to the base again and leave for approx. 1 minute to try registering again. If this is not successful they try a manual registration *(see page 36)*.
You have forgotten your base station PIN number.	You have changed the PIN.	Try entering the default PIN (0000). If you have changed the PIN and cannot remember the number you will need to contact the BT Diverse Helpline on 08457 908070.
No display	Handset not switched on. Batteries exhausted.	Hold down the **RED PHONE** button for 1 second. Charge or replace batteries.
When you press a button, nothing happens.	Keyguard may be switched on.	Hold down the **#** button for 1 second.
No radio signal to the base – all displays flashing.	Handset out of range. Handset not registered. Base not switched on.	Move closer to the base. Register the handset *(see page 35)*. Check the base is connected properly *(see page 10)*.
Handset in base doesn't charge.	Base is not connected to the power supply.	Make sure that the power supply is in at the base and the power source is switched on. Check that the batteries are fitted correctly.
Handset does not ring.	Ringer is switched off.	Switch ringer back on, *see page 30*.
Your caller cannot hear you.	The **INT** button has been,pressed, muting the microphone.	Select GO BACK option via the **MENU** button to switch the microphone back on.
Caller's number is not displayed even though you have subscribed to Caller Display.	The number has been withheld.	Callers can stop their number being sent over the network.
The error beep – a descending tone – is played.	You have pressed the wrong button.	Retry. If necessary, check the instructions.

General information

Guarantee

Your BT Diverse 5110 is guaranteed for a period of 12 months from the date of purchase.

Subject to the terms listed below the guarantee will provide for the repair of, or at BT's or its agent's discretion the option to replace the BT Diverse 5110, or any component thereof, (other than batteries), which is identified as faulty or below standard, or as a result of inferior workmanship or materials. Products over 28 days old from the date of purchase may be replaced with a refurbished product.

The conditions of this guarantee are:

- The guarantee shall only apply to defects that occur within the 12 month guarantee period.
- Proof of purchase is provided.
- The equipment is returned to point of purchase.
- This guarantee does not cover any faults or defects caused by accidents, misuse, fair wear and tear, neglect, tampering with the equipment, or any attempt at adjustment or repair other than through approved agents.
- This guarantee does not affect your statutory rights.

Within the 12-month guarantee period:

If you experience difficulty using the product, prior to returning your product, please read the Help section beginning on page 38, or contact the BT Diverse Helpline on **08457 908070** for assistance.

In the unlikely event of a defect occurring, please follow the Helpline's instructions for replacement or repair.

Outside the 12-month guarantee period:

If your product needs repair after the guarantee period has ended, the repair must meet the approval requirements for connection to the telephone network. We recommend that you call the Helpline on **08457 908070** and ask for details of our recommended repair agents.

BT Accessories and Replacement Items

For a full range of accessories and replacement items for BT products please call 0870 240 5522, or visit:

Technical information

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items that may be connected to any one telephone line. The BT Diverse 5110 has a REN of 1. Any other instrument provided by BT may be assumed to have a REN of 1 unless stated otherwise. A total REN of 4 is allowed. (For example: if a BT Diverse 5110 is used in conjunction with three extension telephones, each with a REN of 1, the total REN is 4.)

Only use approved power supply item code: C39 280-Z4-C478.

R&TTE

This product is intended for use within the UK for connection to the public telephone network and compatible switchboards.

This equipment complies with the essential requirements for the Radio Equipment and Telecommunications Terminal Equipment Directive (1999/5/EC). In demonstration with the Essential Requirement for the efficient use of the radio spectrum, the product complies with TBR6.

If you would like a copy of the Declaration of Conformity please contact the BT Diverse Helpline.

Switchboard compatibility

Generally this telephone may be connected to switchboards. In the event of any difficulties please consult your switchboard service provider.

To set the dialling mode

You need only adjust this setting if your switchboard does not operate with the pre-set tone dialling. You can change the dial mode to pulse dialling.

MENU Press the **MENU** button.

↓ Press the **DOWN** button until the display shows BASE SET.

OK Press the **OK** button.

↓ Press the **DOWN** button until display shows ADD FEATURES.

OK Press the **OK** button. Display shows DIAL MODE.

OK Press the **OK** button.

↓ Press the **DOWN** button to select:
– TONE (with TBR)
– PULSE

OK Press the **OK** button to confirm. The display shows SAVED.

Press the **RED PHONE** button until you reach the idle screen.

To set the recall time

You need only adjust this setting if your switchboard requires a different recall time to the pre-set recall time of 100 MS.

MENU Press the **MENU** button.

⬇ Press the **DOWN** button until the display shows BASE SET.

OK Press the **OK** button.

⬇ Press the **DOWN** button until display shows ADD FEATURES.

OK Press the **OK** button.

⬇ Press the **DOWN** button until display shows TBR.

OK Press the **OK** button.

⬇ Press the **DOWN** button to select the recall time 80, 100, 120, 180, 250, 300, or 600ms.

OK Press the **OK** button to confirm. The display shows SAVED.

Press the **RED PHONE** button until you reach the idle screen.

Note

100 ms is the standard setting for most UK switchboards.

To switch temporarily from pulse to tone dialling

If you are using pulse dialling with your switchboard but need tone dialling to use certain functions on your BT Diverse 5110 you can switch to tone dialling during the call.

During the call:

MENU Press the **MENU** button.

⬇ Press the **DOWN** button until the display shows TEMP TONE.

OK Press the **OK** button. Tone dialling is now active.

Note

This setting is only for the duration of the call.

Setting pauses

Note

If you want to insert a pause into a telephone number you are storing in your directory, start storing the number (see page 16) and where a pause is needed, press and hold the (R) button. A 'P' will appear in the number.

To set a pause before dialling

You can insert a pause to allow your switchboard time to get a line before your BT Diverse 5110 dials the number.

MENU Press the **MENU** button.

8 TUV Press the **8** button.

9 WXYZ Press the **9** button.

1 Press the **1** button.

6 MNO Press the **6** button.

Enter the number for the corresponding pause length (e.g. **2** for 3 seconds):

1 = 1 second
2 = 3 seconds
3 = 7 seconds
4 = 2.5 seconds

OK Press the **OK** options button. SAVED is displayed.

Press the **RED PHONE** button until you reach the idle screen.

To set the duration of a pause

You can set the length of a pause that is inserted after pressing the **RECALL** button.

MENU Press the **MENU** button.

8 TUV Press the **8** button.

9 WXYZ Press the **9** button.

1 Press the **1** button.

2 ABC Press the **2** button.

Enter the number for the corresponding pause length:

1 = None
2 = 800ms
3 = 1600ms
4 = 32ms

OK Press the **OK** options button. SAVED is displayed.

Press the **RED PHONE** button until you reach the idle screen.

Index

Additional handset and bases 35
Autotalk on/off 31

Base station reset 34
Base station PIN 33
Batteries
- charging 10
- installing 11
- performance 12
- replacing 12
- warning beeps 12

Call divert 27
Call timer 16
Call Waiting 26
Caller Display 23
Calls list 23
- delete 25
- dialling a number 24
- display status of call 24
- display time of call 24
- store number to directory 25
- view 24

Calls
- end 15
- external 15
- holding 22
- internal 20
- making 15
- receiving 16
- redial 19
- secrecy 20
- three-way 21
- transferring 21

Character map 17

Date set 13
Delete
- all directory entries 18
- calls list 25
- directory entry 18
- redial list 19

De-register handset 37
Dialling mode 40
- temporary setting 41

Directory 16
- delete an entry 18
- delete all entries 18
- dial a number 17
- edit an entry 17
- extra directory 18
- store name and number 16

Display icons 7

Earpiece volume 31
Ending calls 15
External calls 15
Extra directory 18

Guarantee 39

Handset
- display 2
- on/off 15
- reset 32
- ringer melody 30
- ringer volume 30

Handset quick guide 6

Help 38
Holding calls 20

Internal calls 20

Keyguard 32

Making calls 15
Melody
  handset 30
Menu structure 4
Music on hold 20

On/off
  auto talk 31
  handset power 15
  keyguard 32
  secrecy 20

Page a handset 20
Pause 42
Phone socket 13
PIN 33
Power connection 10
Preparatory dialling 15
Pulse dialling 41

Quick guide
  display 7
  handset 6

Range warning 12
Recall time 41
Receiving calls 16
Redial 19
  copy to directory 19
  delete 19
  dial number in redial list 19
Registering additional handsets 35
Registration 35
  manual 36
REN, how many phones can I have? 40
Reset
  base settings 34
  handset settings 32
Ring Back 28
Ringer volume 30
Ringers on/off 30

Safety information 9
Secrecy 20
Setting up 10
Switchboard compatibility 40

Technical information 40
Telephone line cord 13
Three-way conversation 21
Time set 13
Tone dialling 41
Transferring calls 21

Voice Mail 28
Volume
  earpiece 31
  handset ringer 30

Withhold number 27

Visit us at www.bt.com

Offices worldwide

The telecommunications services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract.

© British Telecommunications plc 2003.
Registered Office: 81 Newgate Street, London EC1A 7AJ.
Registered in England No. 1800000.
BT Diverse 5110 (05/03) 7
Designed and produced by The Art & Design Partnership Ltd.

Siemens number: A31008-A200-P101-1-7619

CE 0682

CE compliant to R&TTE Directive (1999/5/EC)